

## JOB DESCRIPTION

### THERAPEUTIC SUPPORT WORKER (QUALIFIED) (RESIDENTIAL SUPPORT WORKER)

<b>Job Title</b>	Therapeutic Support Worker
<b>Responsible to</b>	Team Leader
<b>Key Internal Contacts</b>	Other staff within the care team Staff in other departments within the Centre Staff in other Centres in the Region Central Office Staff
<b>Key External Contacts</b>	Service User relatives, advocates and equivalent Placing Authorities and Service Providers Registration, Regulatory and Inspection bodies Local Services – Statutory, Voluntary and Community Neighbours

## JOB PURPOSE

To provide the highest quality of care and support as part of the care team to Service Users in accordance with Company policies, procedures and practices and the standards set by the Regulatory Body

## KEY TASK AREAS AND RESPONSIBILITIES

### Service Users (as defined by the service e.g. Young People / Young Adult)

- Participate in the rota for care of Services Users as part of the care team. To include:
  - Personal care
  - Organises and participates in appropriate activities for Service Users
  - Domestic duties including laundry
  - Cooking and shopping
  - Transporting Service Users to appointments, activities etc
  - Accompanying Service Users to School and supporting them throughout the day
- Fulfil sleep-in duties in accordance with the agreed rota
- Support and supervise the Service Users in the implementation of an individual programme of life, skills, key skills and independence skills in their flat
- Support and supervise Service Users within the House/Flat in accordance with their personal/pathway plans and the policies, procedures and practices of the Home
- Makes accurate and appropriate entries in Service User's records, diaries and reports as necessary in accordance with Company and local policies, procedures and practices
- Support and enable Service Users to maintain a level of personal hygiene
- Work with and manage challenging behaviour, enabling service users to develop from needing external control, to developing self control.
- Organise and participate in appropriate activities and enable Service Users to take part in a wide variety of activities
- Safeguard all Service Users within the Home and ensure their safety and wellbeing
- Administers medication in accordance with the standards set by the Regulatory Body and the policies and procedures of the home

- Ensure that all Service User's personal financial transactions are recorded and administered in accordance with individual placement agreement, and Company and Regulatory Body policies and procedures
- Checks the daily diary and organise the appointments for that day
- Ensure that all the relevant personal/pathway plans for Service Users are in place, accurate, up to date and are adhered to by staff
- Work positively and effectively with relatives, advocates and others involved with Service Users
- Communicate effectively with education staff to ensure a consistent approach and to provide a daily link between School and Home
- Support Service Users with completing and returning homework
- Work in the classroom as required and instructed
- Liaise with staff from other departments to provide a consistent approach to all aspects of Service User care

### **Key Worker responsibilities**

- To support the Service User by acting as an internal advocate, involving them in every aspect of their care.

### **General**

- Ensure awareness that the service operates to agreed budgets and contribute to keeping within these budgets as instructed
- Exercise vigilance in respect of Health and Safety and promptly report all hazards and/or remedying them where appropriate. Undertake all duties in a manner calculated to minimise or avoid unnecessary risks, personally or to others.
- Reports issues and/or incidents relating to staff and Service Users that have arisen in the day promptly to the relevant Line Manager or appropriate person
- Operate at all times in accordance with Company policies and procedures, with particular reference to Safeguarding, Child Protection, Whistleblowing, Complaints and Representations and Behaviour Policies
- Participate in training and take responsibility for personal development
- Participate in team meetings, supervisions and annual reviews in accordance with Company policy and the standards set by the Regulatory Body
- Work to promote the Centre as a valued, professional asset within its community and conduct themselves at all times in a manner that reinforces this image
- Ensure that all actions are in the interests of the Service Users and the Company.
- To work to and exhibit the values of the Company and maintain standards of behaviour in accordance with Company policies, procedures and practices
- To carry out any other reasonable and relevant duties as required

**PERSON SPECIFICATION**  
**THERAPEUTIC SUPPORT WORKER**

	Essential	Desirable
<b>Experience</b>		
Experience of work with autistic spectrum disorders and/or challenging behaviour		✓
Experience of work within a residential setting/educational setting		✓
Experience of working shift patterns		✓
<b>Skills, Knowledge and Aptitudes</b>		
Ability to work independently and as part of a team	✓	
Effective communication skills, verbal and written	✓	
Ability to record information accurately	✓	
Good organisational skills	✓	
Commitment to working positively with families and others	✓	
Flexibility and willingness to work a shift system including weekends	✓	
Ability to deal with complex and challenging behaviour	✓	
A genuine regard and respect for this client group	✓	
Ability to demonstrate empathy	✓	
Basic IT skills		✓
<b>Qualifications and Training</b>		
Level 3 Diploma for Residential Childcare (England) <b>OR</b> Level 3 Diploma in Health & Social Care (Children and Young People) (Wales) <b>OR</b> equivalent	✓	
Willingness to work towards further qualifications as required	✓	
Undertake relevant group induction training on commencement	✓	
<b>Other</b>		
Commitment to the values of the organisation	✓	
Driving licence	✓	